

CHAPTER 95. INSPECT A REPAIR STATION'S CONTRACT MAINTENANCE PROGRAM

SECTION 1. BACKGROUND

1. PROGRAM TRACKING AND REPORTING SUBSYSTEM (PTRS) ACTIVITY CODES.

A. *Certificate Repair Station:*

- *Maintenance:* 3663 (Revised)
- *Avionics:* 5663 (Revised)

B. *Noncertificated Maintenance Facility:*

- *Maintenance:* 3607 (New)
- *Avionics:* 5607 (New)

3. OBJECTIVE. This chapter provides guidance for surveillance and inspecting of the Repair Station

Manual/Quality Control Manual (RSM/QCM) procedures for contracting maintenance functions and for the inspection of noncertificated outsources maintenance functions.

5. GENERAL. A repair station must have the material and equipment, and technical data necessary to perform the functions appropriate to its rating. However, it need not have the tools and equipment for functions it is authorized to contract out pursuant to its Federal Aviation Administration (FAA)-approved list of maintenance functions. The repair station must request approval before it can contract a maintenance function to a noncertificated provider. If the FAA approves the contracted maintenance function, the repair station can determine who will perform the maintenance.

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SECTION 2. PROCEDURES

1. PREREQUISITES AND COORDINATION REQUIREMENTS.

A. Prerequisites:

- Knowledge of the regulatory requirements of 14 CFR parts 43 and 145
- Successful completion of the Airworthiness Inspector Indoctrination course(s) or equivalent
- Previous experience with certification or surveillance of 14 CFR part 145 repair stations

B. Coordination.

3. REFERENCES, FORMS, AND JOB AIDS.

A. References (current editions):

- 14 CFR parts 43 and 145
- Order 8300.10, Airworthiness Inspector's Handbook, Vol. 2, Ch. 69, Evaluate Part 121/135 Outsource Maintenance Arrangement
- 8300.10, Vol. 2, Ch. 161, Introduction to Part 145 Repair Stations
- Advisory Circular (AC) 145-9, Guide for Developing and Evaluating Repair Station and Quality Control Manual

C. Forms. None.

D. Job Aids. None.

5. PROCEDURES.

A. *Planning.* Prior to inspecting, the principal inspector (PI) should carefully review:

- (1) Parts 43 and 145.
- (2) Operations specifications (OpSpecs).

(3) The Safety Performance Analysis System (SPAS) is the organization's primary source of comprehensive, integrated safety information that is used by inspectors, analysts, and managers in developing and adjusting field surveillance, investigation, and other oversight programs. SPAS interfaces with key fielded oversight programs (such as ATOS, SEP, and the NPG), as well as other government and industry sources, collecting raw performance and operational data, analyzing and summarizing the data, and providing critical information in the form of graphs, tables, and reports. These SPAS outputs are then used to (1) identify safety hazard and risk areas; (2) target inspection efforts for repair stations, and to areas of greatest risk; and (3) monitor the effectiveness of targeted oversight actions. SPAS repair station profile and repair station analytical model (RSAM) are available for use. This data provides additional information on performance and risk associated with individual repair station facilities.

(4) Certificate-holding district office (CHDO) file.

B. *Review the RSM/QCM.* Review the RSM/QCM procedures for maintaining and revising the contract maintenance function information required by part 145, § 145.217. This information is required for contracting to both certified and noncertificated facilities. The information required includes the approved maintenance function to be contracted and the name of each approved and nonapproved outside facility to which the repair station contracts such maintenance and is in a format acceptable to the FAA.

NOTE: The FAA only approves the maintenance functions contracted to a non-certificated facility that is within the scope of its ratings.

C. *Maintenance Records.* Review a representative sample of maintenance records to ensure the repair station is contracting to a noncertificated person or certificated repair station identified on the repair station's contract maintenance list.

D. *Certificated Facility.* If the repair station contracts a maintenance function to a certificated facility, verify:

(1) The list of maintenance functions contracted to each outside facility is current.

(2) The name of each outside facility to whom the repair station contracts maintenance functions and the type of certificate and ratings held by each facility is current.

(3) The items received from a certificated facility are properly processed in accordance with the repair stations receiving procedures.

E. Noncertificated Facility. If the repair station contracts a maintenance function to a noncertificated facility, verify:

(1) Those maintenance functions are approved. Maintenance functions requiring approval are those items for which a repair station is rated to maintain but chooses to outsource as referenced in § 145.201(a) to a noncertificated maintenance provider.

(2) The repair station ensures that all non-certificated persons performing contract maintenance functions follow a quality control system equivalent to the system followed by the repair station.

(3) The repair station verified through testing and or inspection all work performed by non-certificated persons is satisfactory and airworthy in accordance with the RSM/QCM.

(4) The repair stations approves articles for return to service that have been maintained by noncertificated contract maintenance providers in accordance with the RSM/QCM.

(5) The certificated repair station remains directly in charge of the work performed by the noncertified facility.

(6) The repair station is qualifying the non-FAA-certified facility in accordance with the RSM/QCM.

(7) The repair stations makes provisions that allow the FAA to make an inspection and observe the noncertified facility's work on that article.

(8) The inspectors have the appropriate technical data to determine airworthiness.

(9) The inspectors are properly trained and qualified to determine airworthiness.

NOTE: The repair station rule already prohibits a repair station from maintaining any article for which it is not rated. Outsourcing of these maintenance functions to a certificated repair station will not require additional approval.

F. Certificated and Noncertificated. For certificated and noncertificated contractors, the PI should consider:

(1) The procedures to obtain approval for the maintenance function.

(2) The procedures to qualify the contractor.

(3) The procedures for the repair station to surveil the contractor if it is a noncertificated repair station.

(4) The procedures to properly maintain the contractor list.

(5) The technical training on contracted functions for receiving inspection personnel.

(6) The procedures for receiving inspections, do they provide enough technical detail to determine the airworthiness of an article.

(7) The list of maintenance functions for which the repair station has the housing, facilities, equipment, and materials "in-house" but may need to contract to another facility because of workload or emergency situations are current.

(8) The method for which a maintenance function is added to the FAA approved list on an emergency basis is in accordance with the RSM/QCM.

(9) The auditors that inspect contract maintenance sources are trained.

(10) If the repair station contracts to a Canadian facility the maintenance is performed in accordance with §§ 43.13, 43.15, and 43.16.

NOTE: It is not enough for the contracting repair station to give its QCM to the noncertificated contractor and assume the

proper procedures will be followed. The certificated repair station must provide adequate surveillance to ensure its quality control procedures are followed.

NOTE: Contracting out maintenance functions should not be used to replace the need for adequately staffed and trained maintenance personnel. PIs should be cautious of repair stations that constantly revise the maintenance function list on an emergency basis in order to complete work in a timely manner. PIs should ensure that repair stations have the necessary trained personnel for the scope and complexity of the ratings they hold.

G. Analyze Findings. Upon completion of the inspection, record all deficiencies; determine the appropriate corrective action(s).

H. Conduct Debriefing. Brief the certificate holder on the inspection results. Discuss any deficiencies and possible corrective actions.

7. TASK OUTCOMES.

A. Complete PTRS.

B. Complete the Task. Completion of this task may result in the following:

- Send a letter to the operator documenting all deficiencies
- Initiate and Enforcement Investigation Report if necessary

C. Document Task. File all supporting paperwork in the file. Update the VIS as required.

NOTE: After completing the 3663/5663 or 3607/5607 surveillance, and it is determined the repair station does not perform work away from the station, close the record in the following manner. Enter "C" (closed) in the Status block and "I" (information) in the Results block. In section IV, Comments enter "E" in the Primary Area block, enter "973" in the Keyword block, and enter "I" in the Opinion Code block, with the following statement, "After completing the surveillance it was determined this repair station does use contract maintenance facilities."

D. Any areas of noncompliance noted with a contracted repair station should be forwarded to those air agency's PIs at the applicable CHDO.

9. FUTURE ACTIVITIES. Schedule and conduct followup inspections as applicable.